

What is Monroe County Transit's Paratransit Service Anyway???

Monroe County Transit (MCT) is a door-to-door service designed for people who need transportation. Anyone can ride. The elderly and/or disabled individuals who are unable to access regular fixed route or commuter bus service are especially encouraged to use this service.

MCT provides paratransit transportation within the Florida Keys, available between mile marker 0 in Key West through mile marker 113 in Key Largo as well as Ocean Reef.

In Florida Statute 427.011 (9) "Paratransit" means those elements of public transit, which provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon by the user and provider of the service. Paratransit is provided by taxis, limousines, "dial-a-ride", buses and other demand-responsive operations that are characterized by their non-scheduled non-fixed route nature."

Who is eligible to use the paratransit service?

The paratransit service is designed to provide trips for individuals who are "transportation disadvantaged." As described in Florida Statue 427.011 (1), "Transportation disadvantaged" means those persons who because of physical or mental disability, income, status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s. 411.202.

Monroe County Transit meets the requirements of Americans with Disabilities Act (ADA) and provides door-to-door service to those individuals who qualify. The residents outside of Key West meet the requirements, and those who live in Key West follow the following guidelines:

Those who live in Key West, but because of visual, physical or mental impairment cannot recognize destinations or cope with the physical requirements of the regular bus service.

Key West residents who would use regular bus service if the buses could accommodate their necessary mobility aids such as wheelchairs, scooters, etc.

Individuals, who live in Key West, but because of impairments or impairment-related conditions, cannot get to or wait at a regular bus stop.

Generally, the Key West residents will utilize the fixed route City of Key West bus system if they live within $\frac{3}{4}$ of a mile to the fixed route system.

Paratransit Offers Service

Office/Information Hours 8:00 am to 5:00 pm
Monday through Friday (Excluding Monroe County Holidays)

Reservations (305)292-4424 8:00 am to 5:00 pm
Reservations can be made up to one week in advance.

Cancellations/Changes (305)295-4373 8:00 am to 5:00 pm

How much does it cost to use Monroe County Transit?

Each one-way trip is \$2.00

Hardship Clients fare is \$1.00

To qualify for Hardship fare you must call Social Services at (305)292-4408 and speak to one of the office staff

Medicaid Recipients

If you are covered by Medicaid and need to arrange for a trip to meet with a doctor, you need to call MCT at (305)292-4424. Please tell them this is a Medicaid medical trip.

If this is your first Medicaid trip, when you call you will need to provide your address, date of birth, social security number, as well as your Medicaid number.

Monroe County Nutrition Fares

Each one-way trip is \$1.00

Hardship Fare \$.50

How do you make your transit Reservation?

First Time Callers

If you have never called before you will need to register before making a reservation. You will be asked to provide the following:

- Full Name (first, last and middle initial)
- Legal Home Address (physical street, number, city, zip code)
- Local Home Phone Number
- Social Security Number
- Date of Birth
- Medicaid Number if, you are Medicaid eligible

Also, please make sure to include any pertinent information when scheduling, such as:

- Do you use a wheelchair
- Do you use any special mobility devices when being transported? (Walker, cane, scooter, etc.)
- Do you have an escort to accompany you?
- Do you keep any special medical equipment (oxygen tanks, etc.) when on the Monroe County Transit bus?
- Are there any children who must travel with you?
 - Do you have a child seat with each child less than three years of age?
- If so, are the child seats an approved child restraint device?
- Are you able to remain in the MCT bus for at least one hour?

After you have registered, you will then need to provide the following Trip Reservation Information each time you call

Trip Reservation Information:

- First and Last
- Date you want to ride
- Where you want to be picked up (exact address)
- The time of your appointment
- Where are you going (exact address)
- The time you wish to be returned

Something to Remember

MCT is not a taxi system. There will be additional individuals on the bus with different but equally important destinations. Please be patient and considerate, and bring along a magazine or another "time passer" just in case your trip takes longer than expected.

MCT passengers with medical conditions that require food intake at certain times are allowed to bring snacks, etc., to meet their medical needs. Normally, food or drinks may not be consumed on the bus. Please make special arrangements with the Reservations staff. Medical verification may be requested.

If you make a reservation and cannot make the trip, please cancel at least 24 hours in advance so we can schedule a trip for someone else.

If you make a reservation, you will be required to provide the return trip pick-up time. If you leave your return trip open, you may experience a delay of up to three hours if your trip is placed in an "unscheduled" status.

Paratransit services are for the most part not suitable for rigid employment transportation needs. Clients are discouraged from using it for such purposes unless the client has an extremely flexible work schedule and/or very understanding employer.

Once again, the paratransit transportation service is not recommended for employment purposes unless absolutely necessary as we are unable to guarantee the time clients will be dropped or picked up. By the paratransit operation's very nature, purpose and non-denial policy all clients must have flexibility in the schedules and importantly be very patient.

How do you schedule your transit trip most effectively?

MCT is a "demand response" service. That means unless you call and schedule a pick-up and return trip, you will not have a ride. However, there are a few things you need to know to be able to get the most convenient service from the transit service:

Your scheduled pick-up time may be at least one hour before the appointment to which you need a ride.

To accommodate traffic jams, unforeseen delays or other events, we ask you to allow for a "Ready-To-Go Window" that begins with the scheduled time and ends 30 minutes after your scheduled pick-up time. For example; If your scheduled pick up time is for 9:00AM, MCT can be there for your pick up anywhere between 9AM and 9:30AM.

If you are not successful in scheduling the trip with MCT first, you may find that your medical office has more flexibility in their schedule.

For your Safety and Convenience and that of Other Passengers Please observe the Following Rules

- Wait for the MCT bus in a safe location.
- Never approach the vehicle while it is moving.
- If you need help boarding or exiting the vehicle, please ask for it. We are always ready to help!
- Always wear a seat belt.
- Please limit the number of carry-on shopping bags to the number that you can personally carry or no more than four. (You may ask for approval for more when making your trip reservation.)
- No smoking, eating or drinking will be allowed on the vehicle.
- No audio or video equipment that effects the driver's concentration is allowed.
- No disruptive behavior (See "disruptive behavior" in Suspension Policies.)
- No unscheduled stops. However, you may have one side trip or "third leg," to a pharmacy or other medically necessary destination included in your round trip, but only if it is scheduled and approved when you make your reservations.
- Shoes and shirts must be worn.
- You must be ready to go when the bus arrives.
- Because the service is a door-to-door service, our drivers are not permitted to go into your home or the business establishment.

Other Rules

Child Restraint: If you have a child with you who need such a device, you must supply your own child seat when you board the vehicle. You must make the reservationist aware of this requirement when you make your reservations.

No pets are allowed to be transported. Guide dogs or service animals may be carried if they have been pre-registered. Please remind the reservationist that you have a guide dog or service animal each time you make a reservation.

Cancellations will be accepted without penalty if they are made at least one hour prior to scheduled pick-up time, otherwise it will be considered a late cancellation. If a vehicle arrives to pick you up and you are not there or cannot go at that time, you will be considered a "no-show or a cancel-at-door." Please see our Suspension Policies for more information.

Tips are not permitted and our drivers are instructed not to accept them, so please do not offer one. Your sincere thanks and cooperation are the best forms of appreciation.

Suspension Policies

Disruptive Behavior occurs when a passenger assaults another passenger or driver, carries a weapon or illegal substance, or who verbally assaults, uses excessive vulgar language or confers threats of any nature upon another passenger or driver.

No Shows & Cancels-at-Door - You are considered a No Show or a Cancel-at-Door when a driver of a vehicle comes to pick you up during the scheduled "Ready to Go Window" and you are not home or do not board the vehicle as scheduled.

If you are charged with Disruptive Behavior, being a No Show or a Cancel at the Door, you are subject to the following penalties.

1 st Occurrence	Oral warning
2 nd Occurrence	Oral warning
3 rd Occurrence	30 Day Suspension

You may appeal any suspension that maybe applied. Call (305)292-4424 for details.

Can we find your home?

All of MCT's drivers are knowledgeable about the geographic layout of all major roads and arteries. However, in-depth knowledge about your street and home cannot be maintained. You will help us provide service if your street address and number is clearly marked and visible from the road. In addition, you should maintain a clear path from your front door to the road. Our vehicles generally stop on the road and will use the closest entrance to your home.